MUNI GUIDE

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SAN FRANCISCO MUNICIPAL RAILWAY

INTRODUCTION

Muni, the San Francisco Municipal Railway, is the oldest publicly owned transportation system in the United States. The system carries over 850,000 San Francisco residents, commuters and visitors a day. Over the years, Muni's primary objective has been to get people to their destinations as quickly as possible. To achieve this goal, Muni adopted a modified grid pattern, laying out its routes so that passengers could travel almost anywhere within the city with no more than one transfer. Along these routes, Muni stops within two blocks of 95% of San Francisco residences.

Passenger convenience and safety are two of our principal concerns. Muni's system-wide map, timetable booklet and users' guides highlight Muni's continuing effort to provide you with the best passenger and safety information possible.

Take a moment to look this booklet over. It covers safety tips for riders, hours of operation, handicapped access, express services, and more. Two full pages address the questions our riders ask most often. Special sections describe Muni vehicle stop signs, self-service fare machines, regional transit connections, where to find monthly pass vendors, and where to call for more information.

The best guide to Muni, however, is our map. The map shows every route and street, and most places of interest, in San Francisco. If you want to know how to get from here to there, buy the Muni map–your key to San Francisco.

With our guides, timetable booklet and map, you'll be able to make the most of Muni. We, who are responsible for the operation of Muni, depend on your co-operation to ensure a safe transit system. On our part, today's demands for better mass transit are being met with acquisition of new equipment, increased safety measures and a commitment to providing clear, up-to-date information.

RIDING TIPS

Here are some tips on how to make riding Muni safe, easy and convenient:

- Let others get off before you get on.
- Make room up front by moving to the rear of the vehicle.
- Take a seat whenever possible. If a window seat next to you is vacant, please make it available to standing passengers.
- Please yield the seats up front for disabled or elderly riders.
- Hold on.
- Stand behind the yellow line at the front of the vehicle.
- Keep arms and head inside windows.
- Try not to block doorways.
- Do not smoke, eat, drink, litter, or play sound equipment. Violators are subject to fine under State Penal Code Section 640.
- While asking the operator questions, stand aside, behind the yellow line, letting other passengers through.
- Request stops well in advance.
- Exit through the rear door, making it easier for others to board.
- Never run in front of a Muni vehicle.
- Avoid rushing to get on or off.

Not all vehicles are alike. Muni operates five different types: diesel coaches, trolley coaches, LRVs (light rail vehicles/streetcars), cable cars, and historic streetcars. Here are some tips special to each kind:

DIESEL AND TROLLEY COACHES

If you wish to board an oncoming coach, but the stop is congested with other coaches, be sure to signal the operator clearly.

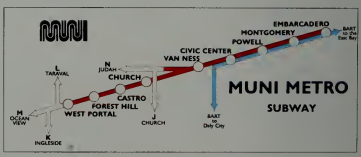
Check route signs for the words EXPRESS or LIMITED. Coaches with these designations do not make all stops. If you board an express or a limited by mistake, please do not ask the driver to make special stops. (See QUESTIONS section for details concerning these vehicles.)

Tips on Muni's newest diesels, the Flyers and M·A·N Articulateds:

- Rear doors have treadle steps. Weight on the steps opens the door when the green light is on. Step up to let the door close. Coaches cannot move while the doors are open.
- Stop-request bells ring only once for each passenger stop. A sign at the front of the bus above the windshield lights up after the stop-request cord has been pulled.
- The rear doors feature a "sensitive edge." If something catches between closing doors, they re-open automatically.
- Other features include double-width doors, roof vents, large destination signs, vertical poles at most seats, wheelchair lifts, and clear glass windows designed for better viewing and ventilation.

METRO (LRVs)

The Muni Metro runs underground in the tunnel between Embarcadero and West Portal Stations, and on the street in outlying neighborhoods. The Metro cars are called either light rail vehicles (LRVs) or streetcars.



At the Civic Center, Powell, Montgomery and Embarcadero subway stations, you can take either Muni Metro or BART. On the mezzanine, be sure to locate the correct faregate for Muni.

On subway platforms, all cars headed **downtown** go to Embarcadero, regardless of their route signs. All **outbound** cars will follow one of five different routes when they leave the subway, so check each destination sign carefully before boarding.

In the subway, doors open automatically. On the street, open the door by touching one of the bars on either side of the stairway. Do not lean against the bars while riding the car.

Look to the right before stepping into the street—watch for oncoming vehicles. Then let the LRV pass before crossing the tracks.

For more information, consult Muni's **Metro Guide** and **Metro Safety Guide and Map.**

CABLE CARS

- Always wait for the cable car to stop moving before stepping on or off.
- Watch for oncoming vehicles, especially on the traffic side of the car.
- Hang on as the car goes around curves.
- Only two standees are allowed between poles on the running boards.
- Do not stand on the yellow floor space: it marks the crew's working area.
- Please refrain from pulling cords, ringing bells or touching levers—ask to be let off at the next stop.
- Do not lean out while standing on the running boards. Hold handbags, cameras and other articles close to you. They and you can be hit by passing vehicles.

Look for the information panels at self-service fare machines and terminals. For further details, consult Muni's **Cable Car Guide.**

HISTORIC STREETCARS

During the summer months, Muni operates the F MARKET Historic Trolley Festival. Service is provided by vintage electric streetcars from countries around the world—no two are alike.

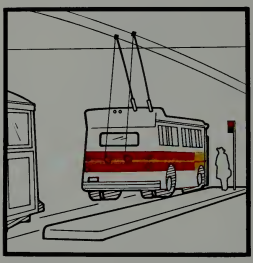
- Several of the older cars are operated with a conductor and a motorman. Board these cars at the back.
- F cars stop at safety islands—please look carefully before crossing the street.
- When you leave a streetcar, look to the right to check for oncoming traffic.

STOPS

WHERE CAN I CATCH MUNI?

Bulb stops (sidewalk extension into street)

Shelters



Islands

Bar Stops/Red Curbs

Yellow band on pole
Landor Signs

Cable Car signs

ROUTE AND DESTINATION SIGNS

To tell the different types of Muni services offered, look at the vehicle head signs which show route numbers and name, destination and type of service. Signs are color-coded:

Black and white: Local service – makes all stops.

Red and white: Express service.

Green and white: Limited service – makes only certain stops.

Yellow and black: Not in service.

FARES & PASSES

FARE TYPES

Adult ..... Ages 18 through 64
Youth ..... Ages 5 through 17
Senior ..... Disabled persons with valid Regional Transit Connection Discount Card*
Children ..... Under age 5

Transfers are issued free at the time fare is paid, and are valid for a maximum of two uses before the last time shown (approximately 90 minutes). Adults and youths boarding cable cars with a transfer from a non-cable line pay an additional fare.

* A large red dot in the center of the Regional Transit Connection Discount Card allows an attendant to ride for the handicapped fare.

Ballpark fares and services – call 673-MUNI.

PASSES

Passes are valid on all regular-service Muni vehicles–including Limiteds, downtown and financial district Expresses, and the cable cars–with no surcharge.

There are three types of passes–Fast Pass for persons aged 18 through 64; Youth Pass for ages 5 through 17; and Discount Pass for seniors 65 and over, and handicapped passengers with valid Regional Transit Connection Discount Card. The Fast Pass allows you to ride BART within San Francisco at no extra charge.

Fares are subject to change. Consult Muni's **Fare Guide** for latest rates.

Monthly Pass

Why not buy a pass next month? A monthly pass sets you free: no more exact change, no more transfers, and as many Muni trips as you want. Use your pass to go anywhere in the city, anytime throughout the month. Ride the cable cars with no extra charge! And with an adult Fast Pass, you can ride BART free within San Francisco. Why not start saving time and money now?

Day Pass

For passengers who pay the regular adult fare, a day pass is available from self-service fare machines located at all cable car terminals and at California & Powell.

Who Sells Monthly Passes?

- Bookstores, pharmacies, savings and loans, stationers, supermarkets, grocers, hospitals, travel agents and department stores throughout San Francisco sell passes during the last few days of the prior month and the first few days of the month for which the pass is sold.
- Passes are available all month at the City Hall Information Booth and at Muni headquarters, 949 Presidio Ave. (Presidio & Geary).
- For information on sales locations, call 673-MUNI.

- HAVE YOUR PASS OR FARE READY BEFORE BOARDING. If you are not ready when you reach the farebox, please stand aside, behind the operator and yellow line, allowing other passengers to board.
- If you don't have a pass, always carry exact change. Operators (except cable car conductors) do not make change, and fareboxes cannot process paper money.
- When boarding with a pass, transfer or ticket, present it face-up, in its entirety, to the operator as you enter.
- Whenever possible, cable car patrons should purchase a ticket in advance from a self-service fare machine.

MUNI

HOURS OF SERVICE

Type of Service	Weekday	Saturday	Sunday	Owl (late-night/ early morning)
COACH	6 AM-1 AM	6 AM-1 AM	6 AM-1 AM	12 AM-6 AM on certain lines
Express*	7 AM-6 PM	–	–	–
V/B Express**	7 AM-9 PM & 4 PM-6 PM	–	–	–
Limited*	7 AM-6 PM	9 AM-5 PM		
METRO	5 AM-12:30 AM	6 AM-12:30 AM	9 AM-12:30 AM	12AM-6AM***
CABLE CAR				
Powell-Mason	6:30 AM-12:30 AM (all lines-weekdays & weekends)			–
Powell-Hyde				–
California				–

*some operate only during peak periods
**weekday peak direction only
***Motor coach Owl service on all lines except the M Ocean View. (Motor coach service on Sundays until 9 AM.)

TIMETABLES

Muni's free timetable booklet gives complete schedule information for all transit lines, enabling you to make the best use of your time. Get one from Metro stations, Fast Pass outlets, the City Hall Information Booth, Muni headquarters (949 Presidio Ave.), libraries, and the TAKE-ONE boxes on Muni vehicles.

QUESTIONS

Why do busses bunch up?
Although vehicles are scheduled to run at regular intervals, line delays and traffic disruptions often force them to bunch together, creating gaps in service. To compensate, Muni must give the leading coach an opportunity to catch up and close the gap. Thus, the operator of the leading vehicle may be instructed by the supervisor to skip a stop, or only let passengers off, leaving the following coach to pick up new riders. Your co-operation is appreciated in helping Muni restore regular service after interruptions.

Why do some Muni vehicles turn back before the end of the line?
Some vehicles are regularly scheduled to operate over only the most heavily traveled portion of their route. On certain occasions, operators are ordered to turn back before their usual terminal, so that regular spacing of vehicles can be restored after disruptions in service. You will be asked to board the vehicle that is immediately behind the one that is turning back. On these occasions, we request your patience and co-operation in helping us to restore regularly scheduled service.

Why don't Muni vehicles always wait for me?
Muni vehicles run on schedules, and because of this, and for safety reasons, operators are not required to re-open the front door after passengers waiting at the stop have boarded and the door has been closed. In the evening, some Muni vehicles are scheduled to arrive at the same locations at the same time for easy "timed-transfers". See our timetable booklet for more information.

Can I get off at any corner?
Between 8:30 PM and 6:30 AM on many lines, vehicles may stop on request at most intersections. At other times, for your safety, Muni vehicles may stop only at designated stops.

Can I get on a vehicle headed for the garage?

Trolley coaches, LRVs and cable cars going to and from the barn are in service to pick up passengers upon request.

How do I get to the ballpark?

On event days, Muni offers ballpark express service to Candlestick on lines 9, 28, and 47, local service on line 15, and shuttle service from Bacon & San Bruno Avenue, all for special fares. Call 673-MUNI for fares and schedules.

What are express and limited coaches?

These coaches make fewer stops and get you to your destination more quickly.

Limited: Limited coaches operate over the whole line, but do not make all stops. Most limited services run weekdays during the daytime only.

Limited Lines: 14L, 38L, 66L, 71L.

Express: An express makes several stops in its area of origin and then runs non-stop to its destination. All express services run weekdays only, and some only during peak periods.

Express Lines: 9X, 14X, 16X, 17X, 30X, 72X, 80X, 81X

A Express/B Express: On weekday mornings, the A and B Expresses make local stops on the outer parts of their routes and then travel downtown non-stop. The B Express starts from the point where the A Express begins non-stop service. The B Express then makes local stops for several blocks before it, too, travels downtown non-stop. In the afternoon, A and B expresses make non-stop trips from downtown to their respective local stop areas.

A/B Express Lines: 1AX/BX, 9AX/BX, 31AX/BX, 38AX/BX

ELDERLY & HANDICAPPED ACCESS

For wheelchair users and others who have difficulty managing steps, Muni offers transit accessiblity on Metro and on certain motor coach lines:

METRO

Muni Metro stations are accessible via elevators and escalators. There are handicapped-accessible platforms at Metro surface stops at San Francisco State University (M Line), the Zoo (L Line), Ocean Beach (N Line), and near Carl & Cole Streets (N Line).

MOTOR COACHES

Look for coaches with a bright orange-and-black arrow pointing to a KNEELING BUS sign. The front of the bus can be lowered to ease boarding. All coaches on the following lines provide accessible service for handicapped persons needing a wheelchair lift, as well as having a kneeler: 9,9X, 17, 26, 29, 31, 38, 38L, 42, 43, 44, 52, 71 and 76. Most 15-Line coaches are accessible, and the 28 and 32 lines offer lift service on weekends and holidays.

GUIDE DOGS

Guide dogs on a leash may ride free at all hours with visually impaired owners. Hearing-aid dogs and service dogs for the severely handicapped may also ride free if they appear with their owner in the photo on the Regional Transit Connection Discount Card. Any number of these dogs may ride at the same time. See page 20 for regulations concerning other animals on Muni vehicles.

PRIORITY SEATING

Please yield seats up front to senior and handicapped passengers. Passengers must vacate designated seats if the space is needed to secure a wheelchair.

TO OBTAIN FURTHER INFORMATION:

An accessible service map, and wheelchair lift-service and accessible Metro service brochures are available from Muni's Office for the Elderly and Handicapped: Call 923-6142

Discount ID Cards

Handicapped ID: 923-6070
(Regional Transit Connection Discount Card)
Muni Senior ID: 626-1033

TTY for Hearing-impaired only: 558-2337

Paratransit Services

Muni funds door-to-door van and taxi services for qualified disabled persons. Call the Paratransit Broker at 552-7908 for information.

REGIONAL TRANSIT CONNECTION

When making regional public transit trips in the San Francisco Bay Area, look for this "C" symbol. This symbol marks connection points where you can make easy transfers between Bay Area transit systems.

For Information on Transit Service in the Bay Area, Please Call the Following Numbers:

AC Transit Serves Treasure Island, Berkeley, Oakland, and other East Bay communities.	839-2882
Airporter	673-2432
Amtrak	982-8512
BART Regional rapid transit serving San Francisco and the East Bay	788-2278
CalTrain/SP Rail service to the Peninsula and San Jose	557-8661 or 495-4546
Golden Gate Transit Serves Marin and Sonoma Counties.	332-6600
Greyhound	433-1500
Red & White Fleet Ferry service to Sausalito, Tiburon, and Vallejo	546-2896
SamTrans Serves San Mateo County	761-7000
Santa Clara Transit Serves Santa Clara County	965-3100
Trailways	982-6400

TRANSFERS TO AND FROM MUNI:

AC Transit and CalTrain Passes

AC Transit and CalTrain monthly pass holders can buy a special Muni monthly sticker at a reduced rate.

BART on a Muni Fast Pass?

Muni passengers can ride BART free with a Fast Pass within San Francisco, between Embarcadero and Balboa Park Stations.

Principal Transfer Points Between Muni and Other Regional Transit Systems:

Airport Service
–Airporter: Ellis & Taylor and California & Drumm
–SamTrans: Transbay Terminal (1st & Mission Sts.) and Daly City BART Station

BART Stations
–BART: at Embarcadero, Montgomery, Powell, and Civic Center
–SamTrans: at the Daly City Station

CalTrain/SP Depot
–4th & Townsend Streets

Ferry Building
–Ferries to Marin County and Vallejo from the foot of Market

Greyhound Depot
–7th St. between Market and Mission

Piers 41 and 43½
–Red & White fleet to Marin County and Vallejo

Transbay Terminal (1st & Mission Sts.)
–AC Transit, Amtrak, Golden Gate Transit, SamTrans, Trailways.

7th St. north of Market
–Golden Gate Transit

Muni on a BART Transfer?
BART passengers can buy a two-part Muni transfer (in the paid area of San Francisco BART stations) valid for travel to and from BART. The transfer divides into two portions: the outbound portion is good on the same day until the time printed on the ticket; the return portion is good for 72 hours from the time of purchase. BART-Muni transfers entitle you to a free regular Muni transfer/fare receipt with the coupon removed. There is a surcharge for boarding a cable car with this ticket type.

TO OBTAIN FURTHER INFORMATION:

Check the Muni map for regional transit connections.

The Transbay Terminal information panels, located on the mezzanine across from the AC Transit ticket office, display maps and other data on regional transit.

A **Regional Transit Guide,** covering routes and service throughout the San Francisco Bay region, is available from bookstores and the Metropolitan Transportation Commission. For information, call 464-7700.

PASSENGER SERVICES

TRANSIT INFORMATION

Muni's Transit Information Center: Call 673-MUNI. Please state clearly where you are, where you want to go, and at what time. If no operators are available, your call will automatically be placed on hold. We will assist you as soon as possible.

TTY for hearing-impaired only: 558-2337

Transit Information Displays:
Cable car terminals
Muni Metro and BART stations
Transbay Terminal

OTHER SERVICES

Animals
Dogs are allowed to ride on Muni vehicles from 9 AM to 3 PM and from 7 PM to 5 AM on weekdays, and all day on Saturdays, Sundays, and holidays. Dogs (one per vehicle) may ride on a short leash with a muzzle, or inside hand-held containers. All other animals must be carried in enclosed containers. **Animal owners must pay the same for their animals as they do for themselves.** Service dogs for the handicapped may ride free at all times. See page 17 for further information regarding service dogs on Muni vehicles.

Bicycles and Other Large Objects
Bicycles cannot be accommodated on Muni vehicles. Other large objects, such as shopping carts, may be allowed on at the discretion of the operator. If a baby stroller is allowed on board, the child must be removed from the stroller and the stroller folded up while it is on the vehicle.

Charters
Muni vehicles (including cable cars) can be chartered, subject to availability. Call 923-6263.

Lost and Found
949 Presidio Ave., Room 6 (Presidio & Geary)
Monday-Friday: 923-6168

Passenger Service
Commendations and complaints:
Monday-Friday: 923-6164. Or write to the Passenger Service Dept., 949 Presidio Ave.
San Francisco, CA 94115.

Transit Police
The transit police unit of the S.F. Police Dept.
Monday-Friday: 7 AM-11 PM. 553-9290

THE OFFICIAL S.F. CITY MAP

All Muni Routes
Points of Interest
Most Recent Changes

ORDER FORM

Mail to: MUNI MAP
949 Presidio Avenue, Room 222
San Francisco, CA 94115

Please send me____copies of the official new MUNI Map @ $1.75 each (includes $.50 each for postage and handling)
Total payment enclosed...$_____
(check or money order only; payable to S.F. Municipal Railway)

Name_____

Address_____

City_____ Zip_____

ALLOW TWO WEEKS FOR DELIVERY

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THE

MUNI GUIDE

SAN FRANCISCO MUNICIPAL RAILWAY

INTRODUCTION

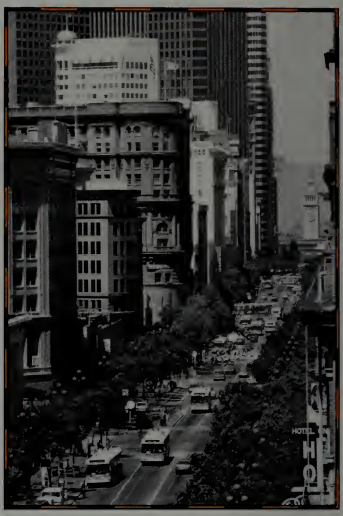
- Muni, the San Francisco Municipal Railway, is one of the oldest publicly owned transportation systems in the United States. The system carries 245 million San Francisco residents, commuters and visitors a year. From the start, Muni's primary objective has been to get people to their destinations as quickly as possible. To achieve this goal, Muni adopted a modified grid pattern in the early 1980s, reorganizing its lines so that passengers can travel anywhere in the city with maximum convenience. Along these routes, Muni stops within two blocks of 95% of San Francisco's residences.

- Passenger convenience and safety are two of our principal concerns. Muni's system-wide map, timetable booklet and users' guides provide the information you need to make the best use of our services.

- Take a few moments to look through this booklet. It covers safety for riders, hours of operation, handicapped access, express services and more. Two pages are devoted to answering the questions our riders ask most often. Special sections describe Muni vehicle stop signs, self-service fare machines, regional transit connections, where to find monthly pass vendors, and where to call for more information.

- The best guide to Muni, however, is our map. It shows every street in the city, most places of interest, and all transit lines. If you want to know how to get from here to there, buy the Muni Map - your key to San Francisco.

- With our guides, timetable booklet and map, you'll be able to make the most of Muni. We, who are responsible for the operation of Muni, depend on your co-operation to ensure a safe transit system. On our part, today's demands for better mass transit are being met with acquisition of new equipment, increased safety measures, and a commitment to providing clear, up-to-date information.


HOTEL

RIDING TIPS

Here are some general guidelines to make your trips on Muni safe, easy and convenient:

- Let others get off before you get on.
- Have your pass or exact change ready - paper money is not acceptable except on Ball Park services.
- While asking the operator questions, stand aside, behind the yellow line, letting other passengers through.
- Make room up front by moving back in the vehicle.
- Take a seat whenever possible. If a window seat next to you is vacant, please make it available to standing passengers.
- Please yield the seats up front for disabled or elderly riders.
- When standing, hold on.
- Stand behind the yellow line at the front of the vehicle.
- Do not stand in doorways.
- Do not smoke, eat, drink, litter, or play sound equipment. Violators are subject to fine under State Penal Code Section 640.
- Request stops well in advance.
- Leave by the rear door, making it easier for others to board.
- Avoid rushing to get on or off.
- Always be sure the operator has seen you before crossing in front of a Muni vehicle.

Muni's diverse and well-integrated fleet consists of several types of vehicles.

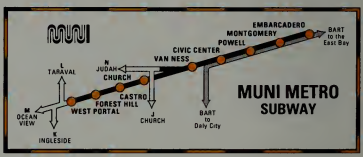
LIGHT RAIL VEHICLES

LRVs (streetcars) serve Muni's five Metro lines. They run on rails and take power from a single overhead wire. They are articulated (they bend in the middle) and can run in trains of up to four cars.

Muni Metro lines run under Market Street downtown, and on the streets in outlying neighborhoods.

At the Embarcadero, Montgomery, Powell and Civic Center stations, you can take either Muni Metro or BART. On the mezzanine level, be sure to enter the correct faregate.

All cars headed downtown go to Embarcadero Station. Outbound cars follow one of five different routes when they leave the subway, so check the destination signs carefully when you board.



In the subway, doors on the LRV cars are controlled by the operator. On the street, push one of the handrails next to the steps to exit. Do not lean against the doors or the handrails.

Look for oncoming vehicles before you step out, and let the LRV pass before you cross the tracks.

Rear doors on LRVs, trolley coaches, and newer-model motor coaches have sensitive edges, and will re-open if something catches in them as they close.

CABLE CARS

Cable Cars serve three Muni lines, and operate in the downtown area. They are not self-propelled, and move by gripping a cable that runs beneath the street.

- Wait for the cable car to stop before stepping on or off.
- Watch for oncoming vehicles, especially on the traffic side of the car.
- Hold on securely as the car goes around curves.
- Do not lean out from the running boards.
- Hold handbags, cameras and other articles close to you. They and you can be hit by passing vehicles.
- Only two standees are allowed between the posts on the running boards.
- Do not stand on the yellow floor space: it marks the crew's working area.
- Please refrain from pulling cords, ringing bells or touching levers.
- Ask the conductor or gripman for your stop.

Look for the information panels at cable car terminals and self-service fare machines.

TROLLEY COACHES

Trolley coaches are rubber-tired, and look similar to motor coaches, but are operated electrically, drawing their power from two overhead wires. Because of their clean, quiet and efficient operation, they are used on most busy downtown lines. They are particularly appropriate for San Francisco's traffic needs because they are excellent hill-climbers.

Rear doors on trolley coaches and some motor coaches are operated by touching the vertical bars on the doors. Please hold th door for passengers getting off behind you. New articulated trolley coaches will be added to Muni's fleet in the early 1990s These coaches will have rear doors operated by treadle steps

MOTOR COACHES

Motor coaches have an internal-combustion engine, and serve Sa Francisco's neighborhood lines, as well as a few major routes Some diesel coaches are articulated and bend in the middle, allowing them to be much longer and still maneuver in traffic.

Most rear doors have treadle steps. Your weight on the steps opens the door when the green light over the door is on. Step up to let the door close. Coaches cannot move when the doors are open.

Stop-request bells ring only once, and signs light up indicating that the cord has been pulled.

Check the route signs for the words EXPRESS or LIMITED. Coaches with these designations do not make all stops. If you board an express or a limited by mistake, please do not ask the operator to make a special stop.

See the QUESTIONS section for more details on these vehicles.

HISTORIC STREETCARS

Historic streetcars offer seasonal service on Market Street. Muni's international fleet has vintage electric streetcars from around

the world that run in regular service when the "Trolley Festival" is in operation. These cars are the forerunners of today's LRVs, and they also operate on rails, getting their power from a single overhead wire.

- Several of the older cars are operated with a conductor and a motorman. Board these cars at the back.
- Streetcars stop at safety islands or in the street. Look carefully for traffic before crossing.

FARES

Adult	Ages 18 through 64
Youth	Ages 5 through 17
Discount	Seniors aged 65 and over, and disabled persons with valid Regional Transit Connection Discount Card*
Children	Under age 5

Operators and station agents may require proof of age for youth and senior passengers.

Transfers are issued free at the time fare is paid, and are valid for a maximum of two uses in any direction before the last time shown (approximately 90 minutes). Adults and youths boarding cable cars with a transfer from a non-cable line pay an additional fare.

* A large red dot in the center of the Regional Transit Connection Discount Card allows an attendant to ride for the discount fare.

Ballpark fares and services - call 673-MUNI.

Fares are subject to change. Consult Muni's Fare Guide for further information and the latest rates.

PASSES

Passes are valid on all regular-service Muni vehicles including Limiteds, downtown and financial district Expresses, and the cable cars without surcharge. Monthly passes, Muni Passports and Day Passes are also good for a reduced fare to Candlestick Park on days when events are held.

Monthly Passes

There are three types of monthly pass: Fast Pass for persons aged 18 through 64; Youth Pass for ages 5 through 17; and Discount Pass for seniors 65 and over, and handicapped passengers with a valid Regional Transit Connection Discount Card. The Muni operator may require proof of age of youth and senior passengers. The adult Fast Pass allows you to ride on BART and CalTrain within the city limits of San Francisco at no extra charge.

Muni Passports

Muni Passports are available for one day or three days, and serve as a system-wide pass, good on all vehicles including cable cars with no surcharge. A valid Muni Passport entitles you to discounts at some of San Francisco's most popular attractions. For Passport information, call 673-MUNI.

A one-day pass is also available from cable car self-service fare machines.

For short-term travel convenience on Muni, buy a one-day or a three-day Muni Passport. Enjoy unlimited rides on all Muni lines including the cable cars for the days you want. The Muni Passports also allow discounts at some of San Francisco's most popular attractions.

Call 673-MUNI for further information.

Who Sells Monthly Passes?

- Bookstores, pharmacies, savings and loans, stationers, supermarkets, grocers, hospitals, travel agents and department stores throughout San Francisco sell passes during the last few days of the prior month and the first few days of the month for which the pass is valid.
- Passes are available all month at the City Hall Information Booth and at Muni headquarters, 949 Presidio Ave. (Presidio & Geary).
- For information on sales locations, call 673-MUNI for a copy of the Monthly Pass Outlet list.

- HAVE YOUR PASS OR EXACT FARE READY BEFORE BOARDING. If you are not ready when you reach the farebox, please stand aside, behind the operator and yellow line, allowing other passengers to board.
- If you don't have a pass, always carry exact change. Operators (except cable car conductors) do not make change, and fareboxes cannot process paper money.
- When boarding with a pass, transfer or ticket, present it face-up, in its entirety, to the operator as you enter.
- Whenever possible, cable car patrons should purchase a ticket in advance from a self-service fare machine.
- Muni Metro and BART turnstiles will not accept damaged passes — protect your pass from damage, and keep it in a safe place.

STOPS

Where can I catch Muni?

Shelters

Islands

Bar Stops/Box Zones

Bulb Stops (sidewalk extension into street)

Landor signs/ Yellow band on pole

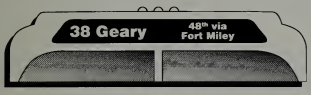
Cable Car signs

LINE AND DESTINATION SIGNS

To tell the different types of Muni services offered, look at the signs over the windshield, which show the line number and name, the destination and the type of service. The line number and name also appear on the passenger side.

Signs are color-coded:

- Black and white: Local service - makes all stops.



- Red and white: Express service - serves a portion of the line, and then operates express to or from downtown.

- Green and white: Limited service - makes only certain stops.

- Yellow and black: Not in service.

HOURS OF SERVICE

Type of Service	Weekday	Saturday	Sunday	Owl (all-night)
Local	6AM-1AM	6AM-1AM	6AM-1AM	12AM-6AM (on certain lines)
Express*	7AM-6PM	-	-	-
A/B Express**	7AM-9AM 4PM-6PM	-	-	-
Limited*	7AM-6PM	9AM-5PM	-	-
METRO	5AM-12:30AM	6AM-12:30AM	9AM-12:30AM++	12AM-6AM+
CABLE CARS	6:30AM-12:30AM (all lines - weekdays and weekends)			

*some operate only during rush hours.
**weekday rush hours, peak travel direction only.
+Motor coach Owl service on all lines except the M Ocean View.
++Motor coach service on Metro lines Sundays until 9AM.

TIMETABLES

Muni's free timetable booklet gives complete schedule information for all transit lines, enabling you to make the best use of your time. Get one from Metro stations, Fast Pass outlets, the City Hall Information Booth, Muni headquarters (949 Presidio Ave.), libraries, and the TAKE-ONE boxes on Muni Vehicles.

QUESTIONS

Why do busses bunch up?

Although vehicles are scheduled to run at regular intervals, line delays and traffic disruptions often force them to bunch together, creating gaps in service. To compensate, Muni must give the leading coach an opportunity to catch up and close the gap. Thus, the operator of the leading vehicle may be instructed by the supervisor to skip a stop, or only let passengers off, leaving the following coach to pick up new riders. Your co-operation is appreciated in helping Muni restore regular service after interruptions.

Why do some Muni vehicles turn back before the end of the line?

Some vehicles are regularly scheduled to operate over only the most heavily travelled portion of their route.

Operators may also be ordered to turn back before their usual terminal so that regular spacing of vehicles can be restored after disruptions in service. If you wish to go farther, you will be asked to board the vehicle that is immediately behind the one that is turning back. On these occasions, we request your patience and co-operation while service is being put back on schedule.

Why don't Muni vehicles always wait for me?

Muni vehicles run on schedules, and because of this, as well as for safety reasons, operators are not required to re-open the front door after passengers waiting at the stop have boarded and the door is closed.

In the evening, some Muni vehicles are scheduled to arrive at the same locations at the same time for easy "timed transfers." See our timetable booklet for more information.

Can I get off at any corner?

Between 8:30 PM and 6:30 AM on almost all lines, Muni vehicles will stop on request at most intersections. At other times, for your safety, the vehicles will stop only at designated stops.

Can I get on a vehicle headed for the garage?

Trolley coaches, LRVs (except in the subway), and cable cars going to and from their garage or car house are in service to pick up passengers on request.

How do I get to Candlestick Park?

Muni offers special service to Candlestick Park for ballgames. Call 673-MUNI for routes, schedules, and fares.

What are express and limited coaches?

These coaches make fewer stops and get you to your destination more quickly.

Limited: Limited coaches operate over the whole line, but do not make all stops. Most limited-stop services run on weekdays during the daytime; the 14L also operates on Saturdays.

Limited Lines: 14L, 38L, 71L.

Express: An express makes several stops in its area of origin and then runs non-stop to its destination. Express services run only on weekdays, and most operate only during rush hours.

Express Lines: 9X, 14X, 16X, 30X, 80X, 81X, 82X.

A Express / B Express: On weekday mornings, the A and B Expresses make local stops on the outer parts of their routes and then travel downtown non-stop. The B Express starts from the point where the A Express begins non-stop service. The B Express then makes local stops for several blocks before it, too, travels downtown non-stop. In the afternoon, A and B expresses make non-stop trips from downtown to their respective local-stop areas.

A/B Express Lines: 1AX/BX, 9AX/BX, 31AX/BX, 38AX/BX.

ELDERLY & HANDICAPPED

For wheelchair users and others who have difficulty managing steps, Muni offers transit accessibility on Metro as noted, and on key motor coach lines:

Metro

All Muni Metro and BART stations are accessible by elevator and escalator. There are handicapped-accessible platforms at Metro surface stops on the K line (Junipero Serra & Ocean, City College, and Balboa Park Station), the L line at the Zoo (Wawona near 46th Ave.), the M line at S.F. State University (19th Ave. & Holloway), and the N line at both Sunset Tunnel portals (at Duboce Park and at Carl & Cole Sts.), and at the terminal at Judah & La Playa.

Motor Coaches

Look for coaches with a bright orange-and-black arrow pointing to a KNEELING BUS sign. The front of the bus can be lowered to ease boarding. All coaches on the following lines provide accessible service with kneelers and wheelchair lifts: 9, 9X, 17, 18, 26, 28, 29, 31, 38, 38L, 42, 43, 44, 48, 52, 71, 71L, 76, and 90. Most 15-line coaches are accessible, and the 2, 23, and 32 are accessible on weekends and some holidays.

In addition, some island stops on the surface of Market Street are wheelchair-accessible.

Not all stops are accessible to wheelchairs. Call 923-6142 for more information.

Guide Dogs

Guide dogs for the visually handicapped must be leashed, and may ride free at any time. Hearing-aid dogs and service dogs for the severely handicapped may also ride free if they appear with their owner in the photo on the Regional Transit Connection Discount Card. Any number of these dogs may ride a vehicle at the same time. See page 19 for regulations concerning other animals on Muni vehicles.

To Obtain Further Information:

Information regarding maps and brochures showing wheelchair-accessible service is available from Muni's Office for the Elderly and Handicapped: call 923-6142.

Discount ID Cards

Handicapped ID: 923-6070
(Regional Transit Connection Discount Card)
Muni Senior ID: 626-1033
TTY for the hearing-impaired: 923-6366.

Paratransit Services

Muni funds door-to-door van and taxi services for qualified disabled persons. Call the Paratransit Broker at 552-7908 for information.

REGIONAL TRANSIT CONNECTIONS

When making regional public transit trips in the San Francisco Bay Area, look for this "C" symbol. This symbol marks connection points where you can make easy transfers between Bay Area transit systems.

For information on other major transit service in the Bay Area, please call the following numbers:

AC Transit 839-2882
Serves Treasure Island, Berkeley, Oakland, and other East Bay communities.

Airporter 673-2433
SamTrans 761-7000
Airport Service - San Francisco International Airport

Amtrak 1-800-872-7245
or 982-8512

BART 788-2278
Regional rapid transit serving San Francisco and the East Bay.

CalTrain 557-8661
Rail service to the Peninsula and San Jose. or 495-4546

Golden Gate Transit 332-6600
Serves Marin and Sonoma Counties. Provides ferry service to Larkspur and Sausalito.

Greyhound/Trailways 558-6789

Red & White Fleet 546-2896
Ferry service to Sausalito, Tiburon, and Vallejo.

SamTrans 761-7000
Serves San Mateo County (including the San Francisco International Airport) and Palo Alto.

Santa Clara Transit 965-3100
Serves Santa Clara County.

Trailways (see Greyhound)

AC Transit and CalTrain Passes

AC Transit and Vallejo Ferry monthly ticket holders can purchase a Muni sticker for travel on Muni at a reduced rate. These passes with the valid Muni sticker affixed are good on all Muni services, but not on BART within San Francisco.

CalTrain monthly commuter ticket holders can buy a Peninsula Pass sticker that is valid on Muni as well as SamTrans and Santa Clara County Transit services.

BART on a Muni Fast Pass

A Fast Pass (the adult monthly pass) allows you free BART rides within San Francisco, between the Embarcadero and the Balboa Park stations. Look for the specially identified BART faregate that will accept your Fast Pass.

Muni on a BART Transfer

BART passengers can buy a two-part BART-Muni transfer in the paid area of San Francisco BART stations, valid for travel to and from BART. The transfer divides into two portions: the outbound portion is good on the same day until the time printed on the ticket; the return portion is good for 72 hours from the time of purchase. A BART-Muni transfer entitles you to a free regular Muni transfer.

There is a surcharge for boarding a cable car with this ticket type.

CalTrain within San Francisco on a Muni Fast Pass

Your adult Muni Fast Pass is good on CalTrain commuter trains within the city limits of San Francisco, between 4th & Townsend and Bayshore Stations.

Oakland and Alameda Ferry

These tickets have stubs valid for one fare each on Muni and AC Transit.

AC/BART plus Muni

This half-monthly ticket is good for unlimited rides on Muni and AC Transit, and on BART for the amount of value purchased.

PRINCIPAL TRANSFER POINTS

BART Stations:

- The Daly City Station is a major transfer point for SamTrans service, and is also served by Muni.

BART and Muni Metro Stations

- Embarcadero, Montgomery, Powell and Civic Center stations are served by both Muni Metro and BART.
- Embarcadero Station: a short walk to the ferries at the Ferry Building, and other transit service at the Transbay Terminal.
- Civic Center Station: Golden Gate Transit Service at North 7th & Market.
- Balboa Park Station: Muni Metro and BART meet bus lines on Geneva and San Jose Aves.

CalTrain/SP Depot

- Peninsula rail service from 4th & Townsend Streets.

Ferry Building

- Ferries to Marin County and Vallejo and the East Bay from the foot of Market.

North 7th & Market

- A major stop for Golden Gate Transit, near the Civic Center BART/Muni Metro Station.

Piers 41 and 43½

- Red & White ferry service between Fisherman's Wharf and Marin County, and Vallejo.

Transbay Terminal

- AC Transit, Amtrak, Golden Gate Transit, Greyhound and SamTrans.

To Obtain Further Information:

- Check the Muni Map for regional transit connection points. Regional transit connection displays are located at the CalTrain station, in the Transbay Terminal, and at the Market Street BART/Muni Metro stations.
- Muni transit shelters on Market Street offer area maps as wel as Muni system information.
- The Regional Transit Guide covers routes and services throughout the San Francisco Bay region and is available from the Metropolitan Transportation Commission. For information, call 464-7700.

PASSENGER SERVICES

Transit Information

Muni's Telephone Information Center: Call 673-MUNI, Monday - Friday 6 AM – 8 PM, weekends 9 AM – 5 PM.

For travel information, please state where you are, where you want to go, and at what time. If no operators are available, your call will be automatically placed on hold — we will assist you as soon as possible.

TTY for the hearing-impaired: 923-6366.

Transit Information Displays:

At cable car terminals, Powell & California, and Regional Transit Connection centers (see page 16).

OTHER SERVICES

Animals

Dogs are allowed to ride on Muni vehicles from 9 AM to 3 PM and from 7 PM to 5 AM on weekdays, and all day on Saturdays, Sundays, and holidays. Dogs (one per vehicle) must be muzzled and on a short leash, or carried in a closed container. All other animals may ride at any time, but must be carried in a closed container.

Animal owners must pay the same fare for their animals as they do for themselves. Service dogs for the handicapped may ride free at all times. See page 15 for further information regarding service dogs on Muni vehicles.

Carry-On Items

Muni operators may refuse to allow articles on board that could create a nuisance or cause harm.

Bicycles are not allowed on Muni vehicles. Other large objects may be allowed on at the discretion of the operator. If a baby stroller is allowed on board, the child must be removed from the stroller and the stroller folded up while it is on the vehicle.

Charters

Muni's cable cars, historic streetcars, LRVs and trolley coaches can be chartered, subject to availability. Call 923-6262.

Lost and Found

949 Presidio Ave., Rm. 6 (Presidio & Geary)
Monday – Friday: 923-6168 (call for service hours).

Passenger Service – Commendations and Complaints

Monday – Friday, 9 AM – 7:30 PM: 923-6164. Or write to the Passenger Service Dept., 949 Presidio Ave., San Francisco, CA 94115

Transit Police

The transit police unit of the S.F. Police Dept.
Monday – Friday, 7 AM – 11 PM: 553-9290.

ORDER FORM

Please send me copies of the official new Muni Map @ $2 each. (This price includes 50¢ each for postage and handling–please send only $2.)

Total payment enclosed: $_____
(Check or money order only, payable to S.F. City & County)

Mail to: Muni Map
949 Presidio
San Francisco, Ca. 94115

Name _____

Address _____

City, State, Zip _____

Allow Two Weeks for Delivery

DESIGN: N GRAPHIC